

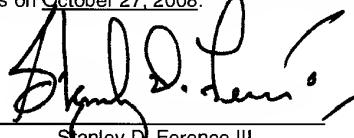
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Srinivasan et al.
Serial No. : 09/804,728 Examiner : Y. Retta
Filed : March 13, 2001 Art Unit : 3622
For : METHOD AND APPARATUS FOR INTERNET
CUSTOMER RETENTION

October 27, 2008

AMENDMENT AFTER FINAL

I hereby certify that this correspondence and any documents referred to as
enclosed therewith are being transmitted by EFS WEB to the Commissioner for
Patents on October 27, 2008.



Stanley D. Ference III _____
Reg. No. 33,879 _____

October 27, 2008 _____
Date of Signature

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Responsive to the Office Action dated August 25, 2008, please amend the above-
identified application as follows.

Amendments to the Claims are reflected in the listing of claims which begins on
Page 2 of this paper.

Remarks begin on Page 7 of this paper.